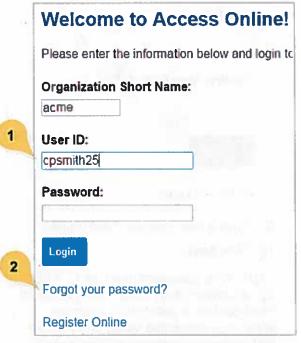
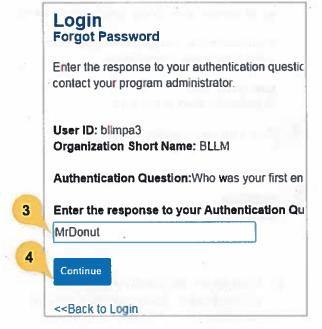
Forgot Your Password?

You can use this quick reference as reminder of the basic steps for resetting your password if you forget your password when you try to log in to Access® Online.

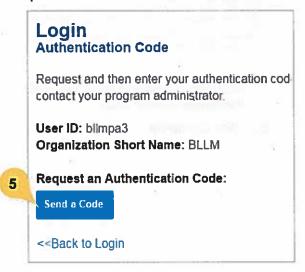


- If you forget your password, type your organization short name and user ID.
- 2. Click the Forgot your password? link.



- 3. Type your authentication question answer.
- 4. Click Continue.

Tip! Access Online randomly selects and presents one of your three authentication questions.



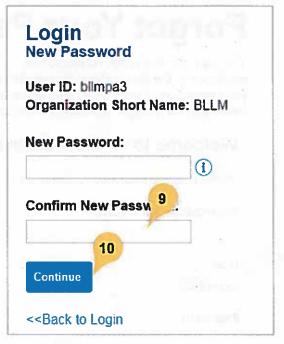
5. Click Send a Code.



Wait for an email with your authentication code (good for only 20 minutes).



- 7. Go back to Access Online and enter the authentication code.
- 8. Click Continue.



- 9. Type a new password two times.
- 10. Click Save.

Tip! Your password must be 12 – 99 alphanumeric characters. Your password must contain at least one uppercase letter, one lowercase letter, one number, and one special character. You cannot use any part of your user ID, your first name, or your last name. You cannot reuse a password for 12 months. Passwords are case-sensitive.